Public Works

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target

Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down - actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.					
🟢	➡️	% of projects under budget	100	100	0
🔴	⬆️	% of projects on schedule	80	90	10
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.					
🟢	⬆️	Total water meters installed	18523	17968	555
🟢	➡️	Incidences of water contamination reaching unsafe levels	0	0	0
3. Provide sewerage removal and stormwater management.					
🟢	➡️	% of water/sewer requests resolved within 24 hours	100	100	0
4. Maintain public streets and sidewalks in a safe and passable condition.					
🟢	⬆️	% of streetlamps repaired within 14 days of receipt	95	90	5
🟡	⬇️	Streetlamp repair backlog	108	100	8
🟡	⬇️	% of potholes repaired within 2 business days	90	95	5
🟢	➡️	% of street repaves made within 5 days of schedule	100	100	0
🟡	⬇️	% of sidewalks made safe within 5 days	91	95	4
🔴	⬇️	Backlog of sidewalk repair requests	512	370	142
5. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.					
🟢	⬇️	% of trash pickups made on time without issue	99.80	99.50	0.30
🟢	⬆️	Trash tonnage (total)	1,682	1,954	271
🟢	⬇️	% of recycling pickups made on time without issue	99.88	99.50	0.38
🟡	⬇️	Recycling tonnage (curbside only)	746	823	77
🔴	⬇️	Curbside recycling % of total tonnage	31	35	4
🟢	➡️	% of yard waste pickups made on time without issue	99.97	99.80	0
6. Provide emergency response for snow, rain, winds, and other emergency situations.					
	➡️	% of snow related requests resolved within 48 hours of the end of the storm		N/A	

Notes

Trash and Recycling tonnage data comes from the month prior to the reporting period.